



## Rohan Shah

B/20, Vrundavan Vhhar Flats, Nr. R.C.  
Patel School, Vasna, Ahmedabad  
Ahmedabad, Gujarat, 380007  
+91-9725694322  
rhnsah108@gmail.com  
D.O.B : 19 -Aug 1988  
Marital Status : Married

## Summary

To reach the pinnacle of success by utilizing my strength & abilities to its best. To leave no stone unturned for doing my work with sincerity, dedication and honesty. Ambition establish carrier in an innovative and challenging environment wherein I could explore my capabilities and show my competence and in-turn assist in the progress of your corporation.

## Education

**International Travel and Tourism Institute** , Ahmedabad, Gujarat  
IATA, Graduated September 2008

**Gujarat University Ahmedabad**, Ahmedabad, Gujarat  
B. Com, Graduated March 2008

**R.C. Patel School**, Ahmedabad, Gujarat  
H.S.C, Graduated March 2005

**R.C. Patel School**, Ahmedabad, Gujarat  
S.S.C, Graduated March 2003

## Employment History

**Twenty Four X Seven Company SPC (Sister company of Farhat International Tours and Travel WLL)**, Manama, Capital Governorate  
Team leader, May 2015 - October 2019

- I was working as a Tour Consultant from May- 2015 to June- 2016 For Bahrain Market and looking to my performance I was been promoted to Team Leader w.e.f from 01 July- 2016
- I was dealing with outbound business as a wholesaler for online as well as Offline Operations - Middle East & Oman Market.
- I was solving last-minute issues by coordinating with the vendors and helped corporate clients to satisfy them at my best.
- With regard to online business, I was giving Training & Assistance to new registered clients in order to make them understand our system.
- I was always at my toe to assist the existing clients for their post- booking services like Payment collection, Modifications, Flag VIP status, arrange VIP amenities.
- Maintained daily sales reports and Analysed them as per the prevailing market to retain the growth of production.
- Monitored the work of the Team Members working under me to make sure they are following the proper process of handling client queries and requests and are in line with the ongoing tasks in order to maintain the quality of work.

**Rezlive.com** , Ahmedabad, Gujarat

Asst. Team leader, November 2012 - May 2015

- From Dec - 2013 to Feb - 2015 - Sr. Online Support Executive
- From Nov - 2012 to Nov - 2013 - Online Support Executive

- I was dealing with outbound business as a wholesaler for online as well as Offline Operations - Indian Market.
- I was solving last-minute issues by coordinating with the vendors and helped corporate clients to satisfy them at my best.
- With regard to online business, I was giving Training & Assistance to new registered clients in order to make them understand our system.
- I was always at my toe to assist the existing clients for their post-booking services like Payment collection, Modifications, Flag VIP status, arrange VIP amenities.
- Maintained daily sales reports and Analysed them as per the prevailing market to retain the growth of production.
- Monitored the work of the Team Members working under me to make sure they are following the proper process of handling client queries and requests and are in line with the ongoing tasks in order to maintain the quality of work.

#### **Kesari Tours PVT. LTD., Ahmedabad, Gujarat**

Sales executive, January 2011 - November 2012

- I was efficiently handling all types of Tours, viz. Domestic as well as International.
- I had effectively solved the queries of walking clients and have successfully converted it into the business.
- I had maintained a daily sales report and send it to the management.
- I had maintained records of the bookings that were done and was constantly following-up for the payments as per the given installment plan in Terms & Condition which were explained to them.

#### **Cambata Aviation Pvt Ltd, Ahmedabad, Gujarat**

Asst. Supervisor , September 2009 - December 2010

- I was working for Emirates Airlines in Cargo Department.
- I was arranging equipment based on the weight of cargo.
- I had prepared a checklist of loaded cargo in each equipment and send it to the destination office.

#### **Medora Travel Services**

Counter sales representative, September 2008 - August 2009

- I was looking for a Car Rental Service.
- I handled Domestic & International Hotel Bookings - Offline.

#### **Interests**

- Dancing
- Watching Movies
- Listening Music
- Traveling